



Queen Elizabeth 2

MEMORANDUM

To: Hotel Manager
F & B Manager
Chief Engineer
Ship's Services Manager
Chief Electrician

From: Staff Captain

Date: 3rd January 2001

PUBLIC HEALTH INSPECTION **PORT EVERGLADES, 3RD JANUARY 2001**

STATEMENT OF CORRECTIVE ACTION

No./Ref	Comment
<u>MEDICAL</u>	
1 – (02)*	Although procedures were in place for Gastrointestinal illnesses surveillance not all of the elements were covered as specified in chapter 4.0 of the VSP Operations Manual 2000. Data elements for log, 72 hour questionnaire, anti-diarrhoea medication inventory. Action: <i>72-hour questionnaire and anti-diarrhoea inventory has been introduced and is now in use.</i>
<u>POOLS/SPA'S</u>	
2 – (10)*	Verify that all drains in the pools and spas are anti vortex. Action: <i>Currently investigating.</i>
3 – (10)*	Approved flotation devices and shepherds hooks were needed at the pools. Action: <i>Approved equipment is being sourced.</i>
4 – (10)*	Ensure compliance with all the elements of chapter 6.0 of the VSP Operations 2000 especially the Faecal Accident Plan and the inspection and maintenance of the granular filters for the spa's. Action: <i>Accident plan implemented and distributed. Copy forwarded to Gerry Nielsen for inclusion into the SMS.</i> <i>Whirlpool Spa granular filters will be inspected monthly and records kept.</i>

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<u>LIDO STARBOARD SIDE BUFFET</u>	
5 – (16)*	<p>Potentially hazardous foods located on the buffet were not at the proper temperature. Melon 46°F, fish 45°F and ham 45°F.</p> <p>Action: <i>Procedures are in place to use time control (4-hour rule); meanwhile staff have been instructed in the new temperatures for hot holding food.</i></p>
<u>LIDO STARBOARD SIDE BUFFET AND PORT SIDE BUFFET</u>	
6 – (26)*	<p>The heat lamps were soiled with a food residue and they were not recessed into the housing.</p> <p>Action: <i>Heating lamps are designed as fitted. It may be possible to use smaller bulbs, or purchase a different type heat lamp that is NSF approved. However, meanwhile similar smaller bulbs installed.</i></p>
<u>BUFFET LIDO</u>	
7 – (27)	<p>The technical spaces underneath the service line was soiled and had standing water in these spaces.</p> <p>Action: <i>Staff re-instructed in cleaning procedures. Leaks to rectify.</i></p>
<u>LIDO STARBOARD SIDE AND PORT SIDE</u>	
8 - 19	<p>A sneeze guard was needed to protect the bread at the service lines.</p> <p>Action: <i>AVO # 7105 raised. Sneeze guard to manufacture and install (contractor job).</i></p> <p>Packaged butter was noticed in an iced water bath.</p> <p>Action: <i>Staff instructed to place packaged foodstuffs in drainable container.</i></p>
<u>LIDO STARBOARD SIDE BEVERAGE STATION</u>	
9 – (33)*	<p>The deck was soiled underneath the bulk milk dispenser. Electric lines were also noticed on deck as well.</p> <p>Action: <i>Deck cleaned. Electrical lines lifted, 06.01.01.</i></p>
10 - 33	<p>The base cove tile was in need of repair.</p> <p>Action: <i>Tiles to repair/ replace.</i></p>
11 - 27	<p>The Vitality juice machine had a juice residue on the internal spaces.</p> <p>Action: <i>Internal space cleaned.</i></p>

<u>CENTRAL BUFFET</u>	
12 – (16)*	<p>Waffle batter was tested at 51°F.</p> <p>The milk cartons and yoghurt were placed haphazardously in the cold station. Some were not in contact with ice.</p> <p>Action: <i>Staff re-instructed in storage procedures.</i></p>
13 - 19	<p>Tongs were not provided for the rye crackers. Port side buffet.</p> <p>Action: <i>Additional service equipment has been made available</i></p>
14 – (16)*	<p>Corn was tested at 128°F.</p> <p>Action: <i>Coil replaced in Baine-Marie.</i></p>
15 – (26)*	<p>The heat lamp bulbs were soiled.</p> <p>Action: <i>Staff instructed in cleaning procedures.</i></p>
16 – (36)*	<p>The heat lamp bulbs were not fully recessed.</p> <p>Action: <i>See comments on item number 6.</i></p>
<u>LIDO GALLEY</u>	
16 - 19	<p>Eggs were stored in an ice and water slurry and not in a drainable container.</p> <p>Action: <i>Staff re-instructed on food handling practises.</i></p>
17 – (26)*	<p>Mold was noted in the ice/water compartment of the ice machine.</p> <p>Action: <i>Ice machine cleaned, with a new ice machine onboard as a replacement.</i></p>
18 - 20	<p>Corroded metal surfaces were noted in the ice/water contact surfaces of the ice machine.</p> <p>Action: <i>See comment on item number 17.</i></p>
<u>LIDO GALLEY</u>	
19 – (08)*	<p>A backflow prevention device or an air gap was not provided at ice machine IM013 – Chemicals are used for cleaning.</p> <p>Action: <i>Backflow prevention device was provided. This has now been exposed for visibility.</i></p>
20 – (08)*	<p>The drainline for the preparation sink was misaligned from the drain funnel.</p> <p>Action: <i>Drainline has been realigned.</i></p>
<u>DISHWASHER STATION</u>	
21 – (08)*	<p>The plumbing to the spray nozzle had a leak in it.</p> <p>Action:</p>

	<i>Plumbing lines repaired.</i>
22 - 21	The finish plate holders were peeling exposing the corroded metal. Action: <i>Suitable replacements on order.</i>
23 - 33	The edges of the non-skid vinyl were coming up off the deck. Action: <i>Flooring to re-secure.</i>
24 – (36)*	The light cover over the clean dish area was cracked. Action: <i>Replacement light cover fitted, 06.01.01.</i>
25 - 33	The deckhead had open seams within this area. Action: <i>Open seams to seal where possible.</i>
26 – (22)*	The curtain in the glass dish machine between wash and the rinse cycles was very short. Action: <i>The curtain was that originally supplied with the machine. However, the curtain is to be replaced.</i>
27 - 33	There was standing water noticed on the deck in the clean dish area. Action: <i>Area cleaned and staff re-instructed.</i>
<u>POTABLE WATER</u>	
28 – (06)*	A low level alarm was needed on the distribution system. Action: <i>The distribution system will be fitted with a low level chlorine alarm. Awaiting parts.</i>
<u>FOOD SERVICE - GENERAL</u>	
29 – 21	The fryer cabinets had peeling paint and rough surfaces making the areas difficult to clean. Action: <i>Area cleaned and repainted. The equipment is regularly cleaned and painted by the Sanitation Officer.</i>
30 - 27	The fryer cabinets were soiled with old grease. Action: <i>Cabinets cleaned and staff re-instructed in cleaning procedures.</i>
31 - 21	The non-food contact surfaces of the older tilting pans especially the bottoms had open seams and corrosion making them difficult to clean. Action: <i>Short-term repair will be attempted. However, a long-term four-year plan for the replacement is under way.</i>
32 – (36)*	The light levels at cooking equipment under exhaust hoods was less than 220 lux (20 foot candles). This problem may be corrected by putting higher wattage bulbs in the fixtures inside the hoods. Action:

	<i>150w bulbs fitted in the Caronia Galley.</i>
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33 - 20	<p>The food contact surfaces of older equipment such as grills, ovens and refrigerators had open seams, holes and other difficult to clean features.</p> <p>Action: <i>The older equipment is to be replaced as part of a four-year plan. Ongoing maintenance with the sealing of open seams etc.</i></p>
34 - 21	<p>The non-food contact surfaces of equipment such as fryers, refrigerators, grills and other food preparation equipment had open seams, corrosion, holes and other difficult to clean features.</p> <p>Action: <i>See comment on item number.33.</i></p>
35 - 33	<p>The bulkheads, deckheads and decks had loose profiles, holes, painted, surfaces missing broken and cracked deck tiles and vinyl decking loose. This includes pantries.</p> <p>Action: <i>Ongoing maintenance.</i></p>
<u>MAIN GALLEY – BAKERY</u>	
36 – 21/27	<p>The shock absorbing material on the legs of the bread slicer was not easy to clean and heavily soiled with food residue.</p> <p>Action: <i>New durable pads being sourced for removal or replacement.</i></p>
37 - 34	<p>There was standing water at the deck drain for the steam kettle.</p> <p>Action: <i>Pipe work replaced and problem rectified.</i></p>
<u>MAIN GALLEY – SORBET/ICE CREAM AREA</u>	
38 – 27/(38)*	<p>There was an old ice cream maker that was no longer used which was soiled with dust and grease. If this piece of equipment is not going to be used it should be removed.</p> <p>Action: <i>A second machine was purchased to increase production capacity. Both machines will remain in situ. Repairs are being carried out to the older machine.</i></p>
39 - 33	<p>Utility lines for the operational ice cream maker were lying on the deck making the area difficult to clean. The deck in this area was soiled.</p> <p>Action: <i>Utility lines recessed and deck area cleaned.</i></p>
40 - 19	<p>The insect light was located directly over the food preparation counter. Relocate this unit where it can not contaminate food and/or food preparation surfaces.</p> <p>Action: <i>Unit relocated, 06.01.01.</i></p>
<u>MAIN GALLEY – SALAD PREPARATION</u>	
41 – (26)*	<p>The shaft of the floor chopper was soiled with food residue under the rubber gasket.</p> <p>Action: <i>Staff re-instructed in cleaning procedures.</i></p>

<u>MAIN GALLEY – HOT LINE</u>	
42 - 19	A Bain-Marie pan was found with ham slice in direct contact with ice. Action: <i>See items number 8 and 16.</i>
43 – (29)*	One of the hand washing sinks was blocked by a floor stand with the three buckets on it. There was another hand washing station available in the area. Action: <i>Staff re-instructed regarding location of hand wash sinks.</i>
44 - 21	Hot holding cabinet HB006 had a split door gasket making the area difficult to clean. Action: <i>Seal to repair/replace.</i>
<u>MAIN GALLEY – ICE MACHINES</u>	
45 - 19	Two ice scoops were found with their handles in contact with the ice. Action: <i>Staff re-instructed on food handling procedures and area cleaned.</i>
<u>MAIN GALLEY – BEVERAGE LINE</u>	
46 - 21	The technical space of the Vitality juice machine was not easy to clean. Vitality is in the process of redesigning the unit and has developed an interim solution of a plastic drip tray that is easy to remove for cleaning. The units that were inspected onboard did not have flush buttons to allow for proper cleaning. VSP will contact the manufacturer to notify them of the deficiencies. Action: <i>Vitality service staff removed flush buttons.</i>
47 - 19	The milk container of the WMF coffee machine was not covered. Condensation had formed on the top of the refrigerated compartment. Action: <i>Milk container has been covered.</i>
<u>MAURETANIA GALLEY</u>	
49 – 27/21	The area surrounding the grill pan was soiled with food residue. The area was also heavily corroded making it difficult to clean. Action: <i>Area cleaned and staff re-instructed.</i>
50 – 20/(26)*	There was an open seam along the grill drip top and the side splash shield. This seam was soiled with grease residue. Action: <i>Area cleaned and seams to be sealed.</i>
51 – (16)*	There was a small Bain-Marie pan of mashed potatoes in the walk in refrigerator with an internal product temperature of 46°F. They were prepared at 0630 the morning of the inspection and the temperature was measured at 1030. There were no records of temperatures taken after 2 hours to ensure that the temperature was at or below 70°F, 21°C. Action: <i>Chef de Cuisine re-instructed staff in proper food storage procedures.</i>

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52 – (22)*	<p>The manifold temperature of the dish washing machine was in excess of 200°F. The maximum temperature measured at the manifold should be 194°F.</p> <p>Action: <i>Manifold temp was adjusted at time of inspection.</i></p>
<u>MAURETANIA RESTAURANT</u>	
53 - 21	<p>The double waiter station by table 262 had an open seam between the bulkhead and the backsplash making the area difficult to clean.</p> <p>Action: <i>Open seams to seal.</i></p>
<u>QUEEN'S GRILL</u>	
54 -	<p>There was carpeting in front of the waiter stations. The carpet was clean but it makes maintaining these areas difficult. Recommend installing a hard, durable easy to clean material that extends at least 2 feet (600mm) out from the top of the station.</p> <p>Action: <i>Queen's Grill Restaurant refurbishment to be included in Refit 2001 specification.</i></p>
<u>CREW GALLEY</u>	
56 - 21	<p>The hot holding cabinet did not have an operational internal thermometer. This was noted during the last operational inspection.</p> <p>Action: <i>Purchasing has been contacted regarding obtaining hot holding thermometers.</i></p>
<u>CREW GALLEY – POT WASH</u>	
57 – 22	<p>The final rinse temperature thermometer was out of calibration. The temperature was reading 84°C and the measured temperature was 76°C.</p> <p>Action: <i>Thermometer has been replaced.</i></p>
<u>PROVISIONS - GENERAL</u>	
58 – 21	<p>Numerous wooden pallets were in use in the storerooms. These pallets are not durable or easy to clean.</p> <p>Action: <i>On-going replacement.</i></p>
59 – (16)*	<p>There was no indication that the caviar was certified parasite free or that it was pasteurised.</p> <p>Action: <i>Provisions Master to verify.</i></p>
<u>NURSERY</u>	
60 – (41)*	<p>Written guidance on symptoms of common childhood infectious illnesses was not maintained in the Nursery.</p> <p>Action: <i>Awaiting responds from Doctor Waddington.</i></p>

61 – (41)*	<p>A written policy on procedures to be followed when a child develops symptoms of an infectious illness while at the centre was not available.</p> <p>Action: <i>Awaiting responds from Doctor Waddington, for written policy.</i></p>
62 – (41)*	<p>The changing station padded top was in disrepair. This was not a durable material as is required.</p> <p>Action: <i>Major refurbishment of the entire Nursery to take place during the refit 2001.</i></p>
<u>2 DECK 1 PANTRY</u>	
63 - 19	<p>Passenger personal food items were placed over juice and beverage pitchers in R129 refrigerator.</p> <p>Action: <i>Small plastic re-seal containers have been provided for the use of keeping passengers medicine. The fridge shelves are being moved to allow these items to be put on the bottom of the fridge rather than the top.</i></p>
<u>3 DECK 3 PANTRY</u>	
64 – (28)*	<p>The insulated jugs were not allowed to drain and air dry prior to storage upright and covered.</p> <p>Action: <i>Supervisors will correctly coach all staff to comply with this regulation.</i></p>
<u>NURSERY</u>	
65 – (41)*	<p>The hand wash sink was not adjacent to the diaper-changing station.</p> <p>The toilets in the Nursery were not child size.</p> <p>Action: <i>Nursery refurbishment to be included in Refit 2001 specification.</i></p>
66 – (41)*	<p>A sign was not posted in the diaper changing area advising the child activity staff to wash their hands after each diaper they change.</p> <p>Action: <i>Sign to post.</i></p>
67 – (41)*	<p>Disposable gloves and sanitary wipes were not provided in the toilet rooms.</p> <p>Action: <i>Disposable gloves and wet wipes provided.</i></p>
68 – (41)*	<p>A sign advising the providers to wash their hands and the children's hands after assisting children in the toilet was not provided in the toilet rooms.</p> <p>Action: <i>Sign to post.</i></p>
<u>LIDO – ONE DECK</u>	
69 – 21	<p>The back panel of the dumb waiter was missing.</p> <p>Action: <i>Roller shutter re-installed.</i></p>

70 – (12)*	<p>A food handler was observed wiping his nose. After this he disappeared, it is not known whether he went to wash his hands.</p> <p>Action: <i>All food handling staff have been re-instructed.</i></p>
<u>POT WASH</u>	
71 – 22	<p>The thermometer on the final rinse sink was inoperative.</p> <p>Action: <i>Replacement thermometer in place.</i></p>
72 – 21	<p>The door gasket on hot holding cabinet HB007 was loose making the area difficult to clean.</p> <p>Action: <i>Gasket replaced.</i></p>
<u>LIDO – TWO DECK – HOLDING AREA</u>	
<u>GARBAGE</u>	
73 - 33	<p>The deck in this area was soiled.</p> <p>Action: <i>Area has been deep cleaned and staff instructed in cleaning procedures.</i></p>
74 - 33	<p>There was water under the deck material making the area difficult to clean.</p> <p>Action: <i>Floor screed to repair.</i></p>
75 – (24)*	<p>There was a sanitise bucket stored under a leaking waste water drain line.</p> <p>Action: <i>Staff re-instructed in location of buckets, drain line repaired. Leak rectified.</i></p>
76 - 19	<p>There was a container of mayonnaise stored with the butter sculpture.</p> <p>Action: <i>Container removed and staff re-instructed.</i></p>
<u>LIDO – TWO DECK</u>	
77 - 21	<p>The door gasket on the walk-in refrigerator was in poor repair.</p> <p>Action: <i>AVO # 7113 raised. Seal to repair/replace.</i></p>
78 - 21	<p>The door handle on the dry storage locker was broken.</p> <p>Action: <i>Door handle has been repaired.</i></p>